STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2019/2020

MHP7233 – HUMAN PERFORMANCE TECHNOLOGY
(All sections / Groups)

15 JANUARY 2020
10.00 a.m. - 12.00 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 6 pages including cover page with 4 Questions only.

2. Answer **ALL** questions with relevant examples.

3. Please print all your answers in the answer Booklet provided.

INSTRUCTION TO STUDENTS:

You are required to answer **ALL FOUR** questions. Please read the questions carefully and answer accordingly, supported with relevant examples where necessary.

QUESTION 1 [10 MARKS]

a) What is the definition of Human Performance Technology?   (2 marks)

b) With reference to *Figure 1* and *Table 1* match two groups.   (5 marks)

Figure 1		*Table 1*
1)	A	i
2)	B	ii
3)	C	iii
4)	D	iv
5)	E	v

c) Write down the name of process **X** in **Figure 1** and explain the purpose of this

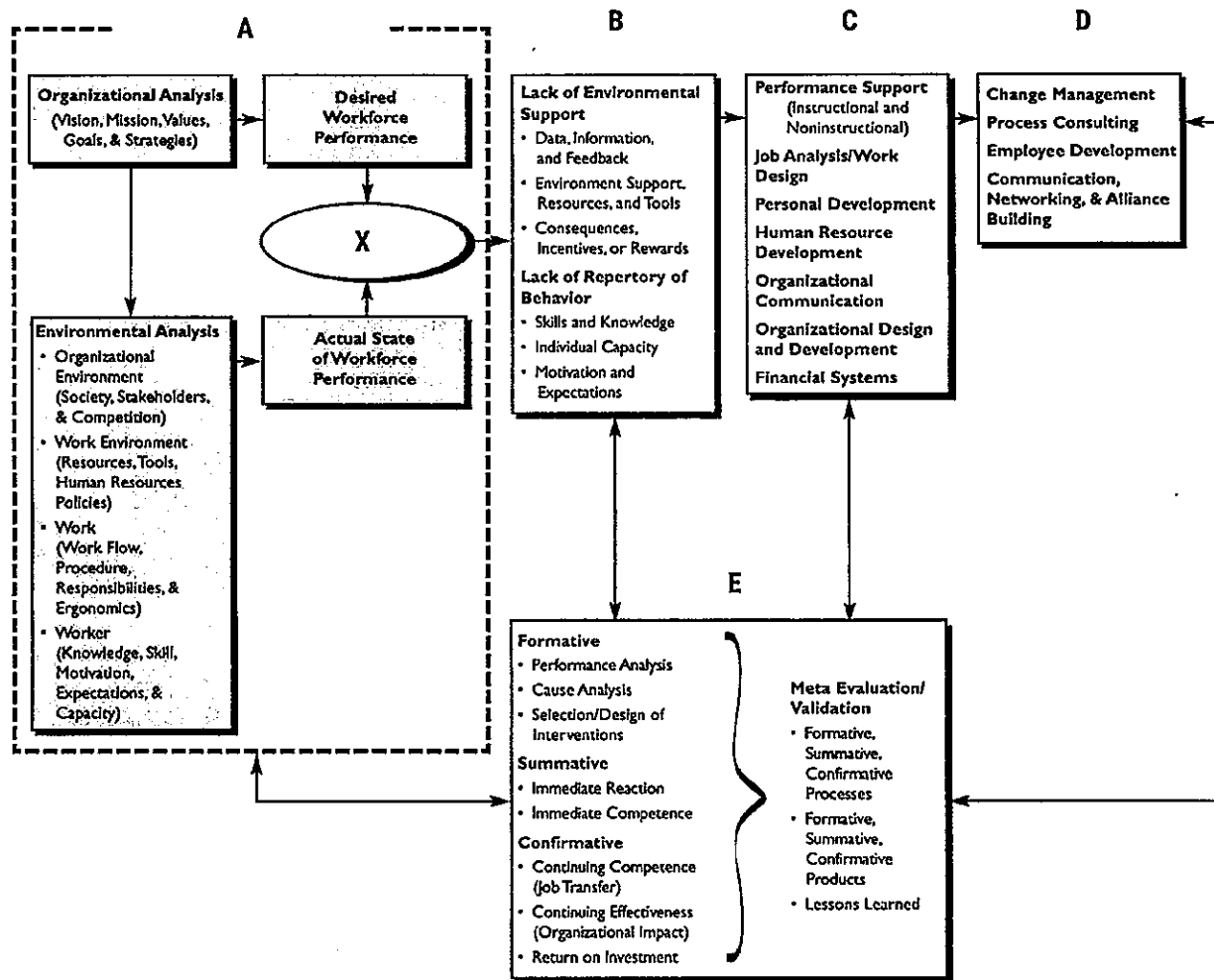process and the tasks to be performed by analyst during this process.   (3 marks)

Continued ...

Figure 1 Human Performance Technology (HPT) Model

Table 1 Performance Improvement Processes in random order

i.	Cause Analysis
ii.	Performance Analysis
iii.	Intervention Implementation and Change
iv.	Evaluation
v.	Intervention Selection, Design, and Development

Continued ...

QUESTION 2 [10 MARKS]

a) Explain the difference in its purpose and desired outcome between
Performance Analysis and **Cause Analysis**
(4 marks)

b) *Table 2* shows nine performance variables in performance analysis. Explain
the definitions of the three needs (goal, design, Management).   (6 marks)

Table 2 Anatomy of Performance

	Three Performance Needs That Determine Overall Performance at Each Performance Level...		
Performance Levels	**Goals**	**Design**	**Management**
Organization Level	Organization Goals	Organization Design	Organization Management
Process Level	Process Goals	Process Design	Process Management
Job/Performer Level	Job/Performer Goals	Job Design	Job/Performer Management

Continued ...

QUESTION 3 [10 MARKS]

Formative
- Performance Analysis
- Cause Analysis
- Selection/Design of Interventions

Summative
- Immediate Reaction
- Immediate Competence

Confirmative
- Continuing Competence (Job Transfer)
- Continuing Effectiveness (Organizational Impact)
- Return on Investment

Meta Evaluation/ Validation
- Formative, Summative, Confirmative Processes
- Formative, Summative, Confirmative Products
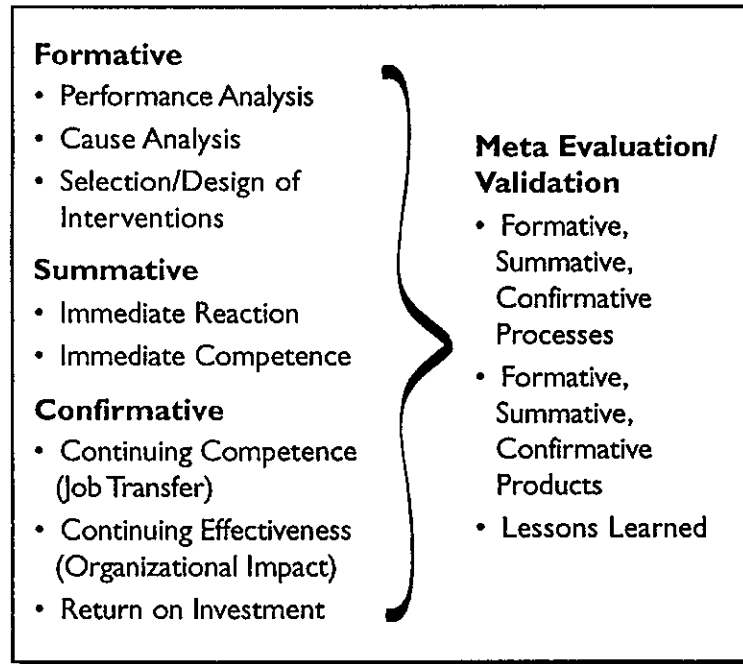- Lessons Learned

Figure 2 the full scope of evaluation in HPT

a) With reference to *Figure 2* above explain **the purpose and timing** of formative, summative, and confirmative evaluation in HPT.

(6 marks)

b) Then, describe one evaluation method that can be applied in either the formative,

summative or confirmative stage

(4 marks)

Continued ...

QUESTION 4 [10 MARKS]

Explain **ANY FIVE** of the performance interventions listed below and how it can be implemented through e-learning. **(2 marks for each performance intervention and an e-Learning example)**

- Coaching
- Culture Change
- Job Aids
- Knowledge Management
- Team Building
- Electronic Performance Support Systems (EPSS)
- Mentoring

End of Paper.